

FIRE COMMUNICATIONS OFFICER II

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This is the intermediate level of positions in the fire communications division of fire department operations. Employees of this class perform duties such as answering fire phones, dispatching equipment, and keeping records of fire calls and related logs or reports. This class supervises Fire Communications Officer I, other employees as assigned. This class performs the work of the Chief of Fire Communications when required. The fire communications officer II receives only general instructions from the chief communications officer of duties, performing independently in most areas. This class ranks directly above that of Fire Communications Officer I.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency telephone in Fire Communications Center and secures information for any incident or receives automatic alarms, locates address, determines correct fire or medical apparatus and personnel to be dispatched and any other pertinent information, sounds fire alarms in stations and transmits information on emergency; notifies all specified officers and/or special units of all working fires and/or of serious medical emergencies; calls owners of buildings, utility departments, or other persons or groups needed for assistance at the scene of emergency.

Receives calls of non-emergency type and provides information as requested on street, city limit location; request for non-emergency assistance such as unlocking automobiles, flooded houses, etc.; answers non-fire phones and provides information on personnel on- off duty, location of fire stations, insurance information, fire codes, etc.

Tests equipment such as fire telephones, alarms, emergency lines, computer system, recording devices, radio systems, emergency power supply, etc.

Keeps records, logs, files, and lists such as log of shift activity for division officers, records of information from working fires, and other records required by the department and the division by making entries on a regular basis or by periodically reviewing and updating information.

Supervises and trains subordinate personnel or clerical personnel assigned to the communications division.

Requisitions and maintains office supplies.

Reads city and parish maps, plat maps, sketches of streets and subdivisions and transfers this to computer street files and to master city map.

Acts in an administrative capacity during the absence of the chief of fire communications.

Responds to assigned position during times of severe weather, large fires or emergencies, civil disturbances, etc.

Commander of the fire communications van when on the scene of an emergency.

Participates in on scene fire department drills, schools, civil defense exercises, etc.

Teaches fire communications schools to fire department personnel, police personnel, etc.

Contributes to development of office procedures.

Establishes and maintains good public relations.

Deals firmly but courteously with the public.

Comprehends and discerns information provided by persons reporting an emergency situation, interrogating the caller so as to get accurate information on the size and scope of the emergency.

Make responsible decisions during an emergency for which there may be no set guidelines, i.e. distribution of remaining equipment during large fires, more than one emergency occurring simultaneously in the same area, communications systems failure, etc.

Possess working knowledge of NFPA Standards 1201 and 1221 in areas that apply to the communications division.

This position assumes full authority and responsibility for the proper operation of his assigned shift.

QUALIFICATION REQUIREMENTS

Unless otherwise stated, all requirements must be met before admission to examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United

States, being a qualified elector of the State of Louisiana, and passing a civil service examination for the position.

Must have a high school diploma or a valid certificate of equivalency issued by a state department of education.

Must have a minimum of three (3) years of experience in operating fire communications equipment in the fire communications office of a paid fire department.

Must be at least twenty-four (24) years of age on the date of appointment.

After offer of employment, but before beginning work in this class, must pass a medical examination prepared and administered by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

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